

## **Frequently Asked Questions**

### ***How frequently are vehicles being cleaned?***

Staff are sanitizing vehicles to limit the spread of novel coronavirus. Crews are sanitizing vehicles daily using a chlorine bleach based fogging apparatus. Crews are also wiping down “high-touch areas” with hospital grade disinfectant.

This practice will continue for the foreseeable future as part of our ongoing efforts to support the health and safety of passengers, employees, and community members.

### ***Are vehicles equipped with bleach or sanitizing wipes so that vehicle can be cleaned on the go?***

At this time, sanitizing wipes and other similar products are not being provided to passengers, but we are equipping all of our operators with them. Passengers and operators are strongly encouraged to take personal responsibility for proper hygiene practices, per the CDC recommendations posted in each bus.

CCRTA has been offering protective gloves as well as masks to all operators and are allowing the operators to wear them if desired. Individual hand sanitizers are available for operators use.

### ***What is CCRTA doing to ensure health and safety of customers and operators?***

The health and safety of our employees and customers are our main priority. We are following Public Health protocols and directives.

- We are asking everyone to take personal health preparedness steps, especially in public and while riding public transit. Please try to avoid touching your face, wash your hands frequently and thoroughly, and cover your coughs and sneezes. If you are experiencing symptoms of the virus but are in stable condition, please stay home.
- People at higher risk of severe illness should stay home and away from large groups of people as much as possible, including public places with lots of people and large gatherings, or where there will be close contact with others. People at higher risk include:
  - People 60 and older
  - People with underlying health conditions including heart disease, lung disease, or diabetes
  - People who have weakened immune systems
- Please consider staying home if you are experiencing symptoms of the virus. Due to the enclosed environment of the vehicles, we encourage you to be extra discerning when you are experiencing cold or flu-like symptoms.

### ***What should passengers do to prevent getting or spreading illnesses while utilizing our service?***

We encourage the public to follow the direction of the experts at CDC, which recommends people:

- Cover their sneezes and coughs

## MARCH 2020

- Avoid touching their eyes/noses/mouths with unwashed hands
- Wash their hands frequently for at least 20 seconds; use alcohol-based hand sanitizer if unable to wash hands
- Stay home if they are sick
- Clean/disinfect frequently touched objects/surfaces with regular household cleaning spray
- Be symptom free for 72 hours before returning to work

### ***Why is my operator wearing gloves and/or a mask?***

Although the guidance from the CDC states that masks and gloves are not necessary, except in certain situations, operators are permitted to wear masks and gloves, as long as they do not block their vision.